



MINUTES OF THE WASHOE COUNTY HUMAN SERVICES AGENCY SENIOR ADVISORY BOARD SPECIAL MEETING

July 6, 2022

Washoe County Senior Center, Reno, Nevada 89512
Game Room
&
Zoom Webinar

<https://zoom.us/j/92347908306?pwd=K2k5UGdYSEVXVGNuRGFPZ3pub2kwQT09>

1. ***Call To Order** - Meeting was called to order at 2:05 p.m. by Chair- Hawah Ahmad.
2. ***Roll Call** – Hawah Ahmad asked for the roll call; Sandra Vasquez took the roll. There was a quorum present via in person and through Zoom meeting.

WASHOE COUNTY SENIOR SERVICES ADVISORY BOARD MEMBERS:

PRESENT VIRTUALLY

Martha Lavin
Mavis Kay Bonzer
Thuy Tran
Kodandaraman
Venkataraman

Ethan Hovest
Jane Baudelaire
Pamela Roberts
Hawah Ahmad
Casey Reed

ABSENT (EXCUSED*)

*Linda Hardie
*Rick Sorensen
(Resigned)
* Mary Ann McCauley

WASHOE COUNTY STAFF PRESENT

Steve McBride
Ryan Crane
Amber Howell

Herbert Kaplan (DA)
Sandra Vasquez

ADVISOR PRESENT

Donna Clontz
Dr. Larry Weiss

ADVISOR (ABSENT)

Connie McMullen
Victoria Edmondson

3. ***Public Comment** –
None.

4. ***Member Announcements** –

Pamela Roberts states she attended the Sun Valley CAB meeting and took informational pamphlets. She spoke during public comment and spoke about the pamphlets. The chair

approached her and said they would be interested in a presentation about the information she provided.

5. Approval of the Agenda for the Advisory Board Meeting on July 6, 2022 (For Possible Action)

Motion to approve the agenda was made by Pam Roberts and seconded by Casey Reed. Motion passed unanimously.

6. Approval of the Minutes for the Advisory Board Meeting on June 1, 2022 (For Possible Action)

Motion to approve the minutes was made by Martha Lavin and seconded by Thuy Tran. Motion passed unanimously.

7. Strategic Planning Discussion: The purpose of the Strategic Planning meeting is to discuss and possibly give direction regarding strategic objectives of the Washoe County Human Services Senior Advisory Board, which may include, but not be limited to review, discussion and possible direction regarding:

a) Duties and Responsibilities (For Possible Action)

Attachment: [7-06-22 Discussion Guide.pdf \(washoecounty.gov\)](#)
[7-06-22 Strategic Plan Format.pdf \(washoecounty.gov\)](#)

Hawah stated they need to talk about their strengths, weaknesses, opportunities, and threats as a Board. Pam stated strengths would be Staff, Steve McBride, Abby Willrich, and Ryan Crane. Donna stated the board members themselves are a strength. Pam stated a weakness is that there are a lot of new members that need training and familiarity with senior services; Ethan stated they need more participants. Hawah stated people do attend both in person and online, it's more of people show up if they have a reason to show up; that's why they need to look at what they need to do. Larry stated one of the strengths is utilizing the senior center for services. Pam stated the opportunity for growth can come from getting more people to participate, such as maybe having speakers and presentations at the meetings. Pam also stated a threat is lack of funding and turnover on the Board. Also, under opportunities for growth would be to have better communication between the Sparks, Reno, and Washoe County Boards. Hawah stated the community resource guides is one of the strengths and asked if communications with the CABs is an opportunity for growth. Pam states the CABs are currently raising issues and communicating any issues going on and County employees are making presentations at these meetings. Ethan stated a threat would be underutilization and poor quality. Pam stated that online, the purpose of the Board is stated on the website and they don't get to decide where money is spent, they get to recommend and advise. Hawah checked online and asked if the Master Plan has been updated since 2013, Donna replied it hasn't. Donna stated the Bylaws and County Code also need to be updated on the website. Steve stated the State Master Plan can be found online. Donna stated the Bylaws were updated March 2021. Pam suggested to hold off revising the Bylaws so that everyone in the Board is able to read over the Bylaws. Steve stated they can attach links to the Master Plans in the next agenda. Donna asked Steve how Washoe County uses the state master plan. Steve stated it helps shape how issues and needs are discussed.

b) Bylaws (For Possible Action)

Attachment: [7-06-22 WCSAB Bylaws rev 3-2021.pdf \(washoecounty.gov\)](#)

The Board recommends updating the website to abide by the County Code and Bylaws.

c) Priorities and Goals (For Possible Action)

Hawah asked who their audience is and what their goal is. Pam stated one of their audiences is the County Commission and it's important to let them know what they are doing. It's

important to let the Commission know what is going on because they are the ones with the final decision as to where funding goes. Thuy Tran asked how they can get people to know of all the services; one way is to let people know, for example she received an invite to a CAB meeting and from there she found out about the Board. Pam stated sometimes people can get notices in the mail, like notices that NV Energy sends out with their bills. Martha states that Reno used to have a Senior Connect, but since it's no longer available, people don't know what is going on. Donna stated that they need to come up with a marketing plan. Steve stated there are different social media opportunities that can be utilized, but they have found good success in reaching interested people through Next Door and Facebook. Kay stated she is wondering if all the other senior centers are also getting the resource information that Reno has. Martha asked if the city centers get the resource information, Steve stated he doesn't believe they get them, but they are welcome to get the informational brochures. Pam stated that for Senior Fest, they are hopefully able to reach people. Amber Howell stated they can look at seeing how people like to get their information and having a rotating schedule in making sure areas are stocked with resource information. Pam stated Washoe 311 is new and they connect people with information. 211 is more for the state and 311 is local and updated more frequently. Thuy stated they should look into reaching communities that are age 55 and older. Jane asked if anyone is from the Northern Nevada Newcomers Club, Thuy stated she attends their luncheons. Jane stated they also should look at how to get information to seniors that don't get their information online, Pam stated it would be good to provide resources to people that are not seniors, such as caregivers. VK believes the better way to advertise is where there are large gathering of seniors, such as attending an event once a month where a lot of seniors gather. Casey Reed stated she works at Sprouts and could put pamphlets at the cash register to provide to people. Amber stated Incline and Sun Valley received resource guides and they are supposed to be restocked on a quarterly basis. Pam stated marketing and communication with the other Boards is very important. Also, Pam stated the Board doesn't have funding; Amber stated HSA as a whole has funds and it never hurts to ask so they can try to find a way to fund it. Donna stated the letter that was sent to the Commissioners had some of the objectives and goals and it would be good to look at it. Amber stated that the budget approval included a nurse Daybreak supervisor, 2 case workers, a North Valleys Office Assistant for coverage, a grant coordinator, Daybreak expansion, Homemaker expansion, 9th Street Senior kitchen remodel and rehab for Reno center. The County Commissioner really supported Senior Services. Donna asked if a housing navigator got approved, Amber stated it got approved under the homeless shelter. Donna stated she is asking around about using ARPA funds to help with homemaker services under non-profits. Amber stated they are looking at having homemaker provider services be in-house. Pam stated priorities are marketing and filling in the gaps from the ARPA letter, getting on track with Age Friendly and personal involvement commitment from members to attend places at least once a month.

d) AARP Age Friendly, including survey and survey outcomes (For Possible Action)

Hawah requested that Barry Gold discuss Age Friendly and the initial survey and what it's going to take to get there. Barry stated the first step is to fill out the application and turn it in. Then there is a form that needs to be filled out to initiate the survey process. Once results of the survey are in, then comes working on an action plan, which they have 2 years to create an action plan. Action plans vary from community to community. There are 8 domains, and he suggests communities pick a few of the 8 domains, depending on their survey results. After the 2 years, then they work on the action plan and gets things done, AARP asks for an update

about once a year. At the end of the 5 years, they re-evaluate the action plan, but it really is an open-ended process. In regard to the survey, Sparks and Washoe County can do it jointly and it can be done online, but there can be 2 different links to separate the Washoe County survey and the Sparks survey. They have someone that works on surveys. There is also a way to get hard copies of the surveys to the community. It was asked if the survey could be ready for Senior Fest in September and Barry is trying to get answers for it since they don't know if they want to do it by zip code or by asking if someone specifically lives in Sparks or Washoe County. Pam recommends they do two surveys. Hawah stated their application has not been turned in and also believes they should have two surveys. Barry suggests Sparks starts their survey sooner and then Washoe County can do it too. Donna Clontz stated that she asked about having the survey ready for Senior Fest, Barry said it may be possible. Donna also asked about a joint survey and yet have a way to divide it. Hawah asked Andrea from Sparks for an update on where they are on the survey. Andrea stated that they are looking at doing their form, they are about 2 steps ahead of Washoe County. Barry stated maybe they could roll Sparks survey to Washoe County, but it would be a question for AARP. Hawah stated it would be good to see Reno survey result. Barry stated Reno is about a year or 2 ahead in the process; Donna stated in 2018 Reno had a survey from Truckee Meadows Regional Planning. Hawah inquired if they could have the data from the Reno survey, they could use Reno as the baseline, this way they will know what was going on in 2018 and then what happened during the pandemic to what currently is going on. Ethan stated it would be good to use Truckee Meadows Regional Planning. Hawah stated that at the moment, the AARP question is what collaboration is going on so everyone can work together. Donna stated they baselined their AARP data process with the 8 domains in mind; currently AARP has a survey that they can also use. Andrea Pelto, from Sparks Senior Advisory Board stated their concern at the moment is if they will have enough people to fill out surveys in Sparks.

e) Community Resource Guides (For Possible Action)

Attachment: [Incline Village Resources \(washoecounty.gov\)](https://www.washoecounty.gov/InclineVillageResources)
[Sun Valley Resources \(washoecounty.gov\)](https://www.washoecounty.gov/SunValleyResources)

Pam stated Amber mentioned to look into the 2 new resource guides, Incline and Sun Valley. Hawah stated the RTC guide was revised.

f) Communication with Citizen Advisory Boards within Washoe County (For Possible Action)

Hawah asked the Board if they still want Reno and Sparks to provide a report at every meeting and if CABs should be asked if they would like to attend and also provide a report. Hawah asked if they should write a letter to the CABs. Pam stated it would be good to extend an invitational letter; she will write the letter and send it to Hawah, Steve, and Abby.

g) Attendance of public meetings within Washoe County (For Possible Action)

Hawah stated in the past, members would sign up to attend a meeting, but she hasn't really seen people attend and report. Pam stated she believes if a board member attends a meeting and finds out something, to report it under announcements, basically get rid of the matrix.

8. *Advisory Board Members' announcements, reports and updates to include requests for information or topics for future agendas. (No discussion among Advisory Board Members will take place on this item.)

SWOT

Board purpose and Bylaws

Master Plan

CABs

Priorities and Marketing
ARPA Commissioner Letter

9. *Public comment –

Mark Neumann stated there will be a CAB meeting and he would like to take resource guides and pamphlets to the meeting. Also, Sun Valley received fans for the seniors.

Larry Weiss stated the Elders Count should be happening for 2023 and if anyone has ideas on it for 2023, contact ADSD. Pam stated to look into ADSD.nv.gov.

Donna stated RTC asked the community for input and they are going to change many of the routes. They received about 85% approval from the community about their coming changes.

One of the best changes would be to have Flex Bus accessible to areas that didn't have it. Also, the community surveys that happened during Older American Month and the Hello Project have been looked over and Donna will be provided the feedback results.

10. Adjournment (For Possible Action)

Meeting adjourned at 4:23 pm.